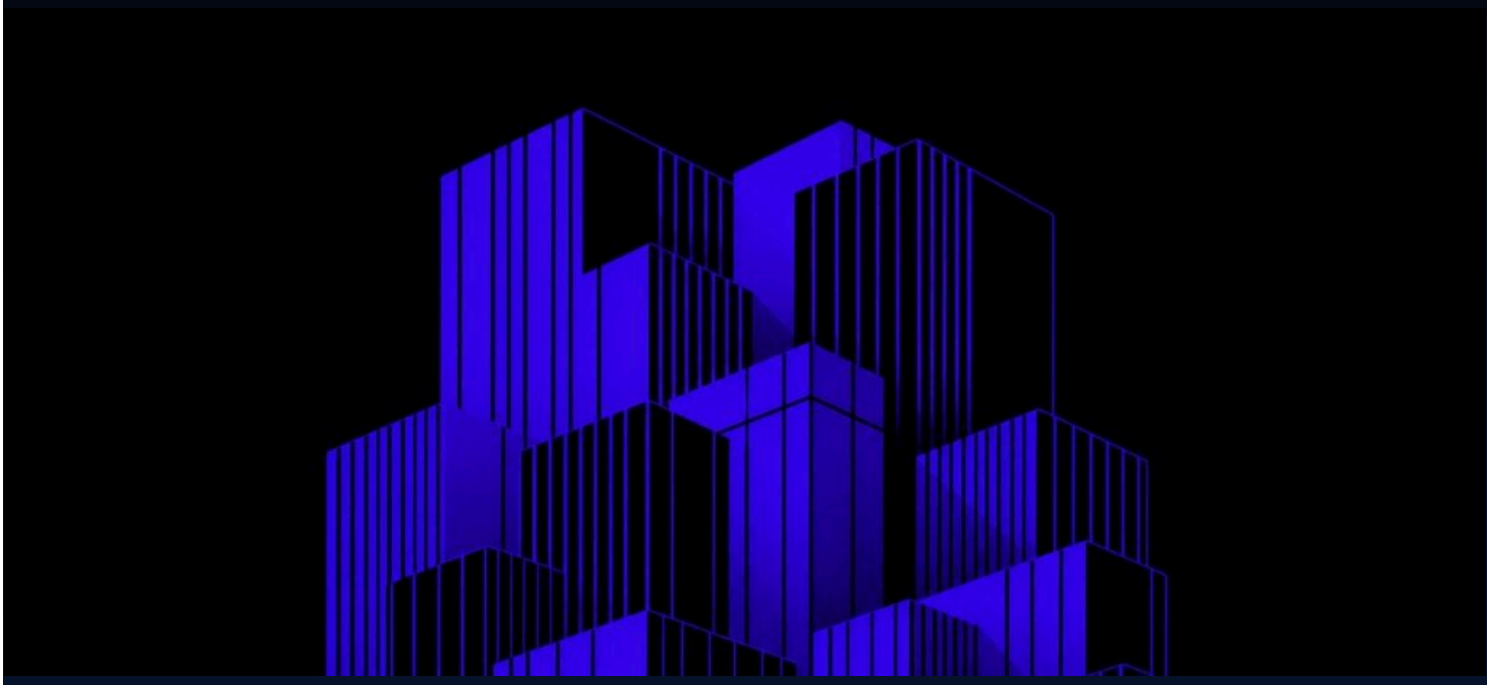
The Rise of Nano GCCs: A New Operating Model for Enterprise Innovation



India's position as a destination for **global capability centres** is well established. What is changing is the shape of those centres – and the type of enterprise building them.

Alongside the large, multi-thousand-seat delivery hubs that have defined the narrative for the past decade, a structurally significant shift is underway. Smaller, more focused, strategically targeted capability centres are emerging – and they are beginning to redefine what enterprise innovation through outsourcing looks like.

India's GCC Growth Is Moving Beyond Scale

The **India GCC ecosystem** has matured considerably. India now hosts over 1,700 **global capability centres**, with that number expected to grow substantially through 2030. For much of this trajectory, the conversation centred on headcount, cost arbitrage, and geographic concentration – primarily in Bengaluru, Hyderabad, and Pune.

That conversation is evolving. Enterprises engaging with the **India GCC ecosystem** today are asking different questions: how quickly targeted capabilities can be built and with what level of operational governance. Strategic capability is now the organising principle.

What Are Nano GCCs?

Nano GCCs are purpose-built, lean capability centres – typically ranging from 50 to 300 seats – designed to deliver focused, high-value functions rather than broad, volume-driven operations.

Unlike traditional large-format centres, **nano GCCs in India** are structured around a specific capability cluster: a Centre of Excellence for finance operations, a dedicated technology and automation unit, or a compliance and risk function. They are operationally tight, governance-led, and built with a clear line of sight to measurable business outcomes.

Nano GCC vs Traditional GCC

Criteria	Nano GCC	Traditional GCC
Typical Scale	50–300 seat targeted centre	500–5,000+ seat multi-function centre
Operating Focus	Built around one capability cluster	Multiple delivery domains in parallel
Time to Readiness	Faster time-to-operational readiness	Longer build and ramp timeline
Capital Commitment	Lower capital commitment at entry	Significant upfront capital required
Location Strategy	Suited to tier 2 GCC locations in India	Concentrated in Tier 1 metro cities
Growth Path	Structured path toward BOT or full GCC	Suited to established global enterprises

Why Enterprises Are Exploring Nano GCCs in India

The rise of Nano GCCs reflects a change in operating priorities.

Enterprises want faster execution. They want access to specialist talent. They want lower complexity at the entry stage. Most importantly, they want a model that can prove value before it scales.

Nano GCCs offer four practical advantages.

First, they create a lower complexity starting point. Second, they support faster capability activation. Third, they offer access to high-value talent pools. Fourth, they create an effective bridge between the pilot stage and the scaled enterprise capability.

This model also aligns well with the growing importance of AI-led GCCs and tier-II expansion. Enterprises are increasingly exploring specialised talent hubs beyond the conventional metro narrative. That opens up new possibilities for location strategy, operating cost, and workforce design.

GCC Setup in India Now Requires a Different Readiness Lens

A smaller centre demands the same rigour at the foundation as any large-format delivery hub. **GCC setup in India**, regardless of scale, requires structured readiness across four dimensions: legal and entity structure, talent acquisition and workforce design, technology and infrastructure, and governance and reporting.

A **GCC readiness checklist** is a diagnostic instrument – identifying where preparation is genuinely solid and where structural gaps exist before they become operational problems.

Dimension	What to Assess	Common Gap
Legal & Entity Structure	Company registration, employment law compliance, IP ownership, and local regulatory framework	Underestimating India-specific entity setup timelines
Talent & Workforce Design	Role architecture, salary benchmarking, talent sourcing strategy, and attrition risk	Recruiting without a defined workforce structure
Technology & Infrastructure	Systems integration, network security, automation readiness, and data localisation requirements	Assuming IT setup mirrors the parent organisation
Governance & Reporting	KPI frameworks, SLA structures, escalation protocols, and dashboard configuration	Deferring governance design until after launch

Download the GCC Readiness Checklist

Assess your organisation's readiness across legal, talent, technology, and governance dimensions before committing to a GCC setup in India.

Download Now

The Governance Risk: Smaller GCCs Still Need Enterprise Control

One of the most consistent failure patterns in nano-GCC deployments is underinvestment in governance. Without a structured **GCC operating model**, even a well-resourced 100-seat centre can drift from its original mandate within months.

Clearly defined KPIs, SLA frameworks, escalation protocols, and performance dashboards maintain client-side visibility and embed accountability into the operation. Compliance obligations apply with equal force regardless of headcount – data privacy, audit readiness, and regulatory adherence are constants. Governance architecture must be established from day one.

How IMS OneWorld Enables Enterprises to Build GCC-Ready Operations

IMS OneWorld operates as a **strategic outsourcing advisory** for enterprises building or scaling **global capability centres in India**. The engagement begins with a structured diagnostic – assessing operational readiness, strategic intent, and structural gaps – before any delivery design begins.

From that foundation, IMS OneWorld supports operating model design: defining the right workforce structure, process architecture, governance framework, and technology stack for the specific capability centre being built. Delivery is then governed through KPI-led performance management, real-time dashboards, and structured SLA frameworks – the same discipline applied across a 75-seat **nano GCC** or traditional GCC.

With over **20 years** of enterprise outsourcing experience, IMS OneWorld brings the advisory depth and operational discipline that enterprise GCC programmes require.

Make Your Nano-GCC. Your Way.

Speak With GCC Advisor Now

Conclusion

The growth of **global capability centres in India** is entering a more considered phase. **Nano GCCs** represent a credible, strategically sound model for enterprises that want to build offshore capability with precision and control built into the foundation.

The enterprises that succeed with this model treat operational rigour as the precondition for scale, and approach **GCC setup in India** with the same structured discipline they would apply to any strategic business investment.

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